



March 29, 2002

Subject: Contract # ED-99-DO-0002  
Task Order 97- Program Analysis Division Modernization Support  
Deliverable 97.1.1a: Draft Program Analysis Division Implementation Roadmap

#### EXECUTIVE SUMMARY

The Draft Program Analysis Division Implementation Roadmap expands upon PAD's operating measure and annual plan for the current fiscal year, and identifies activities that will continue into the following fiscal year. It reflects an accurate analysis of the 3 global metrics (unit cost, customer and employee satisfaction), considers established initiatives and discusses how best to align with implementation roadmap, and reflects interests of internal customers. The Roadmap also provides timely and accurate documentation of activities conducted, outcomes achieved, decisions made, and next steps. Deliverable 97.1.1a outlines the abovementioned work completed to date.

#### ACTIONS REQUIRED

Dottie Kingsley	Review, Provide comments by 4/12/02
Carol Seifert	FYI
Janet Scott	FYI

ACCENTURE, LLP